

Comcast Cable Franchise September 30 Open House Summary of Comments

Meeting attended by the following:

- Mayor Pro Tem Hank Dalton
- Public Relations Manager Meredyth Muth
- City's Legal Counsel Nancy Rodgers
- Comcast Representative Andy Davis
- Comcast Representative Jon Lehmann
- Ted Hine
- Karen Brown
- Peter Stewart
- Judi Kern
- Ashley Stolzmann
- Alan Sobel

Ted Hine

Told that the franchise negotiations are the right time to air his complaints.

Does the City have any plans to do a fiber optic system like Longmont's? Is there any interest in doing a bond issues to provide broadband to residents. It is similar to the City's trash service, offering it through the City would improve the quality and lower the cost.

Comcast is a de facto monopoly

Judi Kern

Have no options other than Comcast. Need competition.

Louisville store was closed with no information. Waited 1.5 hours for service in the new Boulder store and then the service was poor. Like the location and service she got at the Louisville store.

Comcast is really expensive and the rates keep going up.

Has had lots of service issues with Comcast.

Karen Brown

The local store was really helpful. It takes multiple calls to get problems resolved by phone.

Peter Stewart

People felt snubbed by the closing of the Louisville store. Isn't a local store required to be in Louisville in the current Franchise?

Judi Kern

The store in Boulder is clearly more expensive to rent/run/maintain so this is just another cost Comcast is passing on to their customers.

Alan Sobel

Why not conclude franchise negotiations prior to moving the store so residents could weigh in?

Judi Kern

What does the City get in return for the franchise?

Ted Hine

The upgrade to digital was a disaster. The quality is bad and the cost is higher. The bills are too complex to understand. Have unresolved accounting issues with Comcast.

Nationally Comcast continually ranks at the bottom of customer service ratings.

Alan Sobel

Rate change notifications are terrible. Comcast does the absolute minimum required notification.

Judi Kern

Comcast offers so many promotional offers that rates change constantly without any notice.

Judi Kern

What is Comcast willing to give the City in return for the franchise?

Jon Lehmann, Comcast

Comcast pays 5% of its gross cable revenues as a franchise fee to Louisville. Comcast does pass that cost through to customers as allowed by Federal law. In addition, Comcast allows the City two channels for Government and Public Access channels.

Judi Kern

The digital converter boxes used to be free, now they are \$1.99 per box/per month. Comcast should let people buy the boxes outright, it would be cheaper.

Ted Hine

The City is stuck with Comcast for 10 years as it is currently the only option. Can the City keep its options open if other companies or technology are available in a few years?

Alan Sobel

The support from the City for CableLabs is proof that the City does not support free enterprise for cable service.

Ashley Stolzmann

The sound quality on Channel 8 is terrible.

Peter Stewart

Customer service is clearly a concern.

How many PEG channels can we ask for in the franchise?

Judi Kern

Can the pass through of the franchise fee not be passed on to low or fixed income customers?